



BOARD OF BARBERING AND COSMETOLOGY
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July 17, 2003

CIRCULAR LETTER #03/05

**TO: BARBERING, COSMETOLOGY, AND ELECTROLOGY SCHOOLS
APPRENTICESHIP PROGRAM SPONSORS**

SUBJECT: HELPFUL TIPS FOR SCHEDULING A WRITTEN EXAMINATION

The Board of Barbering and Cosmetology (Board) in collaboration with Experior prepared the following information for you and your students in an effort to alleviate any problems experienced by exam candidates, the Board, and Experior.

Completing the Application

- When students submit their application for examination, it is requested to identify on the application the examination language they prefer for the written examination. It is best to make this decision at the time the application is completed to avoid delays or additional examination fees.

Receiving the Examination Handbook

- Exam Candidates should read all of the information contained in the Examination Handbook and keep it for future reference. The Examination Handbook is a valuable resource in the scheduling process, it provides Candidates information on:
 - ✓ What is an acceptable photographic ID to present at test centers.
 - ✓ Examination and test center security policies.
 - ✓ Canceling or rescheduling your examination.
 - ✓ Re-examination instructions.
 - ✓ An overview of the examination test plans.
- The Examination Handbook also contains official Board forms that can be used for re-examination, name and address changes, or ordering a replacement license.
- Candidates who fail to present an acceptable photographic ID or adhere to security policies can be denied testing on their scheduled written examination date or prevent them from finishing the written examination by being dismissed.
- If candidates have to take the written examination more than once, they will receive a new Examination Handbook each time. You should always keep the last copy received to assure it is the current version.

- Check the spelling of their name on the mailing label of the Examination Handbook. This will be the official name on record with the Board. If the name on the mailing label is incorrect, or differs from the name on their photographic ID to be used at the examination site, they should contact the Board and explain the problem. The Board will provide them with instructions to ensure that they can schedule their written examination or won't be denied testing at the written examination site.

Scheduling the Written Examination

- **Do not call Experior** to schedule an appointment for the written examination **until** an Examination Handbook has been received. Experior cannot schedule a candidate for an examination until an authorization has been received from the Board. Allow 7 – 10 working days after passing the practical examination to receive an Examination Handbook. If you do not receive one after that time, call the Board to check on the status of your eligibility for the written examination.
- Candidates can only schedule an appointment for their written examination by calling Experior's 800 number identified in the Examination Handbook. You **cannot** schedule an appointment for the written examination at a Board or Experior test center.
- After you have received the Examination Handbook and call Experior's 800 number to schedule your examination, Experior will tell you which language preference you have selected for your written examination. If it is incorrect, such as you are eligible for an English cosmetology exam, but prefer an interpreted exam, or you are eligible for a Vietnamese Manicurist exam, but prefer English, Experior cannot schedule you. You must contact the Board for your language preference to be changed, and a corrected eligibility will be forwarded to Experior. Allow 3-5 working days for the corrected record to be processed by Experior before you call Experior again to schedule your written examination.
- If candidates have scheduled their written examination and find out they have been scheduled for the **incorrect** examination **language**, they will need to:
 - ✓ Cancel and/or reschedule their examination date by calling Experior's 800 number.
 - ✓ Candidates must cancel and/or reschedule their written examination **AT LEAST 3 FULL BUSINESS DAYS** before their scheduled written exam date.
 - ✓ If candidates do not meet this timeframe, they will be required to submit a re-examination application and fee to the Board, wait for it to be processed, and wait until they receive a new Examination Handbook before they can take the examination. *(But they also have the choice of taking the examination in the language for which they have been scheduled.)*
- Candidates **cannot** change their written examination language preference when they arrive at the test center.

Candidate Arrival at the Test Center for their Scheduled Written Examination

- You may not change the language of the examination you have scheduled on the day of the exam. If you do not wish to take the examination in the language you have scheduled, you will be reported as a no-show to the Board and will be required to submit a re-examination application and fee to Board.
 - ✓ No one but the person taking the written examination should enter the test center.
 - ✓ No one is allowed to wait in the reception area or immediately outside the door of the test center.
 - ✓ Friends or relatives coming with examination candidates must wait outside the test center building.
- Please remember there are other examination candidates taking other types of licensing examinations on the same date, at the same time, at the same test center. There are also other businesses in the test center buildings.
- You may not talk to other candidates during the exam. If you have a question, find the test center administrator and ask. If you talk to other candidates, this is considered a security breach, and your exam results may be invalidated.
- You must stay in your seat during the exam unless you have a question for the administrator or need to take a break to use the restroom or get a drink of water.

Pre-Application Changes – Regarding the Proof of Training Document

- Effective July 2003, the Board of Barbering and Cosmetology (Board) will no longer publish the file numbers of pre-application candidates whose proof of training documents have not been received by the Board prior to their examination date.
- Proof of training documents must be sent to the Board and postmarked within three working days after the date of course completion indicated on the pre-application. However, candidates will be permitted to sit for the **practical** portion of the examination pending receipt of their proof of training document.
- Candidates will **NOT** be permitted to take the **written** portion of the examination until the proof of training has been received. Once the proof of training document has been received, they will be eligible to sit for the written portion of the examination.
- Additionally, candidates who fail the practical portion of the examination will not be eligible for reexamination until the Board has received their proof of training document.

Should candidates have any additional questions regarding the written examination process or Computer Based Testing, please contact the Board at (916) 323-9020 on Monday, Wednesday or Thursdays between the hours 9 a.m. – 12 p.m. and 1 p.m. – 3 p.m. You may also reach us on our website at: <http://www.barbercosmo.ca.gov/>

Sincerely,

CINDY WALTON
Interim Executive Officer